

DEC 12 2006

PTO/SB/21 (09-04)

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**TRANSMITTAL
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Total Number of Pages in This Submission

15

Application Number	09/379,385
Filing Date	08/23/1999
First Named Inventor	Richard Ney
Art Unit	3628
Examiner Name	Dixon, Thomas
Attorney Docket Number	96761

ENCLOSURES (Check all that apply)

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Remarks

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

Firm Name Welsh & Katz, Ltd.

Signature

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34,137

CERTIFICATE OF TRANSMISSION/MAILING

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Signature

Typed or printed name Abby Boone

Date

December 7, 2006

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96761

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Richard Ney Art Unit: 3628

Serial No.: 09/379,385

Filed: August 23, 1999

For: METHOD AND PROCESS OR ACCUMULATING
AND SUMMARIZING DATA FOR DEFINED
TIME INTERVALS WITHIN A CUSTOMER
INTERACTION SYSTEM

Attorney
Docket No.: 96761

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-0001

Sir:

In response to the Office Action of November 1, 2006,
please amend the above-identified application as follows: